

# Scenario 1: Trouble Ticket Submission and Resolution

System	Interface	User/Operator
<p>2. Trouble ticketing application provides trouble ticketing submittal page with user profile information automatically filled in.</p> <p>4. Trouble ticketing application creates new entry in trouble ticketing database, sends confirmation to submitter along with the trouble ticket number assigned to the trouble ticket, and sends new trouble ticket to resource manager for further action.</p> <p>7. Trouble ticketing application records resource manager's entries in the trouble ticketing database, sends the submitter an e-mail message indicating that the trouble ticket has been assigned, and sends the trouble ticket to the assigned technician.</p>	<p>trouble ticket form query ←</p> <p>trouble ticket form (HTML) →</p> <p>trouble ticket submittal ←</p> <p>trouble ticket confirmation (HTML) →</p> <p>new trouble ticket →</p> <p>trouble ticket assignment confirmation (HTML) →</p> <p>assigned trouble ticket →</p>	<p>1. User realizes that a problem exists and opens trouble ticketing submittal web page.</p> <p>3. User enters problem description and other required information in trouble ticket submittal form and submits the trouble ticket.</p> <p>5. User receives confirmation and trouble ticket number.</p> <p>6. Resource manager receives trouble ticket, assigns a technician to the problem, changes the status of the trouble ticket from new to assigned, and returns the trouble ticket to the trouble ticketing application.</p> <p>8. User receives e-mail indicating that the trouble ticket has been assigned.</p> <p>9. Technician receives assigned trouble ticket.</p>

# Scenario 1: Trouble Ticket Submission and Resolution (cont.)

System	Interface	Operator
<p>12. Trouble ticketing application updates trouble ticket entry.</p>	<p>trouble ticket update</p>	<p>11. Technician enters the proposed solution into the trouble ticket Resolution Log and changes its status to "In Progress".</p>
<p>14. Trouble ticketing application updates trouble ticket entry and sends trouble ticket for proposed closure to the submitter (via e-mail) and to the Resource Manager (via the trouble ticketing application) for review.</p>	<p>trouble ticket update</p> <p>proposed closure (e-mail)</p> <p>proposed closure</p>	<p>13. Technician successfully completes maintenance actions. Technician enters notes in trouble ticket Resolution Log, indicates problem has been fixed, and changes assignment back to the Resource Manager.</p> <p>15. User informed of trouble ticket resolution.</p> <p>16. Resource manager opens trouble ticket, reviews status, and presents to review panel for closure.</p>
<p>19. Trouble ticketing application updates trouble ticket entry and sends notification to the submitter (via e-mail).</p>	<p>trouble ticket update</p> <p>proposed closure (e-mail)</p>	<p>17. Review panel determines trouble ticket has been adequately resolved.</p> <p>18. Resource manager changes trouble ticket status to "Closed."</p> <p>20. User receives notification that the trouble ticket has been officially closed.</p>